

Information Technology Resource Management Council (ITRMC)
Access Idaho Steering Committee
Meeting Minutes
(Subject to Committee approval)

August 23, 2001

The Access Idaho Steering Committee monthly meeting was held on Thursday, August 23, 2001 from 1:30 to 2:40 p.m., in the East Conference Room of the J.R. Williams Building, Boise, ID.

CALL TO ORDER, WELCOME

Chairman Bill Farnsworth, who welcomed members and others in attendance, called the meeting to order.

ATTENDANCE

Members Present:

Mr. Bill Farnsworth, ITRMC Staff
Mr. Chuck Goodenough, Secretary of State
Mr. Scott Somerhalder, IIC
Ms. Susan Simmons, Transportation Department
*Mr. Eric Beck, Department of Labor

Absent Members:

Mr. Mark Little, Division of Purchasing
Mr. John McAllister, Department of Labor
Mr. Rob Spofford, IDWR

Others Present:

Ms. Angela Babcock, Controller's Office
Mr. John Eckerle, Department of Administration
Mr. Rich Elwood, ITRMC Staff
Mr. Don Fournier, ITRMC Staff

Ms. Emily Gales, ITRMC Staff
Mr. Jeff Shinn, Div. of Financial Management
Mr. Jeff Walker, Idaho Information Consortium

*Designate

BACKGROUND

Access Idaho is the official name for the State of Idaho Internet portal, or "electronic front-door", for citizen access to on-line government services and information. The State of Idaho established a statewide contract for portal services in December 1999, creating a public-private partnership with Idaho Information Consortium (IIC). IIC is an affiliate of the National Information Consortium (NIC), the nation's leading provider of Internet electronic government services. On May 3, 2000, Idaho officially launched www.accessidaho.org. The portal includes a re-designed State of Idaho Home Page, for easy access to all agency Web sites, where a variety of E-Government applications are being developed. The portal is designed to streamline citizen access to Idaho government services and information. As the state's Portal Provider, IIC will be assisting state agencies in the development of Internet applications, as well as Web page design. The Steering Committee has been appointed by ITRMC to oversee the progress of Access Idaho.

MOTION TO APPROVE AUGUST 2, 2001 MINUTES

Scott Somerhalder moved and Chuck Goodenough seconded a motion to approve the August 2, 2001 Access Idaho Steering Committee Meeting Minutes, and the motion passed unanimously.

REPORT FROM ACCESS IDAHO

Scott Somerhalder, Idaho Information Consortium (IIC), reviewed the Access Idaho **General Manager's (GM) Report**.

- The Creative Development team is finishing up its **summer projects**, including the Idaho State Police (ISP) site, before moving on to the fall schedule.
- The Marketing Department, along with General Manager Somerhalder, has been continuing its **grassroots branding campaign** with community outreach presentations.
 - Based on the Portal's previous presentations to civic clubs, the Meridian Kiwanis club requested AI present to its members about Access Idaho and to give them a glimpse of what the state is doing with regard to e-commerce and e-government – now and in the future. Additional clubs have requested portal presentations, as well.
- Marketing worked with the public information officer (PIO) of the Attorney General's (AG) office and Access Idaho's (AI) national corporate office (NIC) to promote a recent award won by the AG's office. The **AGs Consumer Protection Unit received the award from the Conference of Western Attorneys General for the "Best Online Consumer Services"**. Idaho was honored for its achievement in simplifying and streamlining the online registration process for the AGs No Call List for Telemarketers. NIC (National Information Consortium) is working with the national press outlets and trade magazines to publicize this achievement.
- In an effort to promote public awareness about outstanding achievement in the use of information technology, the Portal assisted the Division of Building Safety (DBS), the Secretary of State's (SOS) office and the Board of Education in submitting applications for the **2001 ITRMC Achievement Awards**.
- With the Idaho **State Tax Commission**, AI's Development team finished gathering requirements for the Commission's **tax payment portal**. The Service Level Agreement has been sent to the Commission for review, and AI expects the agreement to be returned by the end of August. The objective is to develop an application for citizens and businesses to pay taxes by credit card or electronic check. Requirements for the Commission's next project, the 40EZ, will take place in late September. The goal is to deploy it in January 2002.
 - Completion of the tax payment portal requirements and SLA occurred in spite of a competitive bid from another vendor, Official Payments. AI was ultimately able to offer a **reduced fee on credit cards**, through NIC's corporate contract with Bank of America.
- At the end of August, the Portal will launch a **new and updated Business Entity Search**. The new search was in beta testing with the SOS's office during the month of August.
 - This is AI's heaviest-hit application, with 26,000 hits in about 2 weeks.

- The **Department of Labor's Unemployment Insurance tax reporting and payment application** continues to go through testing and acceptance trials with the agency. The application is on track for full usage this quarter.
- **DBS** and **AI** have finalized requirements for a **license renewal application for the Plumbing Bureau**. Because of work already done with the Electrical License Renewal application, this one will be fairly simple, taking only two-three weeks to complete.
- The Portal and the **Idaho Transportation Department (ITD)** continued working together on two projects. The first is the Interactive Drivers License record search (DLR). The second is Explore information services.
- The Portal is going through **second-round interviews** for candidates to join its development staff. The new staffers will be dedicated to and paid for by ITD. This special situation has been discussed with the Division of Purchasing and is within the parameters of Idaho Information Consortium's contract with the State of Idaho.
 - It is hoped there will be an MOU (Memorandum of Understanding) complete and ready for Committee review by the next scheduled meeting.
- The **ISP Web page** is finished and is undergoing a final review by the agency's department heads. The redesign of this very large Web site consumed most of the Creative Services team's time over the last two months. It will take about two weeks to complete the review and fixes before it is ready to be released to the public. Once launched, the Creative team will begin a series of training sessions with the agency to teach employees how to maintain the new site.
- The **Local Highway Technical Assistance Council (LHTAC)** reviewed its new site and returned the changes to the Portal. Changes should be complete in time for a late August launch.
- **Two Web site template projects** are scheduled for August: Dept. of Labor and Idaho State Bar.
- The **Idaho Range Land Committee** and the **Twin Falls Health District** will be the Creative team's next large design projects. AI expects the requirements gathering to begin in early September, with one of the sites being completed by the first of October.

DISCUSSIONS

The possibility of AI having similar agreements (to that of ITD) with other agencies was discussed.

Various aspects of credit card transaction fees were discussed. The payment and other details of convenience fees were also discussed.

NEW BUSINESS

Chairman Bill Farnsworth noted that AI has been doing a wonderful job of finding **news stories** and citizen-based items for the state home page. Pat Wynn (Department of Administration) is, however,

going to provide AI help with discovering agency news items. A notice has been put together for distribution among PIOs to help get them more involved in the submission of news stories to AI. The main criterion listed was the stories have to be of general interest to the citizens of Idaho. Agencies have also been contacted with regard to involvement in AI's press release page. AI will continue to keep a broad prospective on its featured news stories, including federal and local stories.

AI, with Chairman Farnsworth, has been talking with the Idaho Association of Counties regarding **Web site hosting for the counties**. The plan, at this point, is to use Boise County as a pilot county. This should begin in early September. Farnsworth has spoken with Department of Administration IT staff about providing technical assistance/support to the counties; and Jon Eckerle and Cheryl Flood have volunteered to serve as resources. Also, Whitney Machos, Idaho Association of Counties, advised she is reasonably familiar with Web site development, and volunteered to serve as a resource to the counties in this respect.

A judging group has been put together for the ITRMC IT Achievement Awards. We hope that AI applications receive awards, and promote the whole process, said Chairman Farnsworth.

The **ITRMC Metatag Work Group** made significant progress at its August 22nd meeting. The group approved nine tags, which will be further defined at the next meeting. The main effect on AI of such tags will be that the **state search engine will operate more efficiently**. This is a huge step toward **making Idaho's Web pages more accessible**. The next step will be a marketing effort of the state webmasters. Jon Eckerle noted that after being defined, the nine tags will be forwarded to ITRMC, and that there will be more tags to come.

Pam Ahrens, ITRMC Chairman, recently made a presentation to the **Legislative Interim Committee on Electronic Commerce**, which included a piece on Access Idaho. Scott Somerhalder was present to answer related questions. Overall, the Committee is surprised at what is being done and how fast we are progressing with regard to e-commerce in Idaho, Farnsworth said. Somerhalder advised the state home page would be updated next year, and that AI is learning a lot from other states and its sister networks.

ADJOURNMENT

As there was no other new business to come before the Committee, Chairman Farnsworth thanked those in attendance and adjourned the meeting at 2:40 p.m. The next Access Idaho Steering Committee meeting is scheduled for Thursday, September 27, 2001 from 1:30 - 3:00 p.m. in the East Conference Room, Joe R. Williams Building.

Respectfully submitted,

Emily Gales, ITRMC Assistant